router ports are off and there are multiple system consoles

Published 10/23/2001

Symptom(s):

```
Enable all 8 ports on Origin 3800 router
router ports G and H are off
PROM "setpart -l" does not show entire system
PROM "setpart -c" has no effect after reset
system partitions itself
multiple system consoles
```

Fact(s):

```
SGI Origin 3800
SGI Onyx 3800
L1 System Controller
L1 firmware version 1.4.3 or later
```

SGI Solution:

```
Check that the router is set to "8 port ordinary" correctly before upgrading L1 firmware.
  Check the router configuration with the L1 command
    001r19-L1>router
    3800 Series: router type is ordinary
  If it reports incorrectly configured router, issue
    001r19-L1>router 8 port
If the firmware has already been upgraded, a key must be obtained from http://www-crystal.corp.sgi.com/Secure/SN1ssn/ to issue the
"router 8 port" command.

Note that the authentication keys are case sensitive.

After changing the router port configuration the router's L1 MUST be power cycled (with the breaker) to recognize the changed
configuration -- rebooting the l1 or rebooting the system is not sufficient.  All routers (ordinary, meta or repeater) in a 3800 system
should be set to 8 port.

001r19-L1>help rtr
router|rtr
        get router information
router|rtr meta
        set router type to meta
router|rtr repeater|rep
        set router type to repeater
router|rtr ordinary|ord
        set router type to ordinary
router|rtr 6 port
        disable two router ports
router|rtr 8 port
        enable all router ports
router|rtr 8 port
        enable all router ports
router|rtr service
        put router in service mode for repair
router|rtr service off
        disable service mode after repairs are completed
router|rtr spare
        configure router for spare teardown

See also Service Bulletin 200215
```

Change(s):

```
power cycle
router security turned on
upgraded router L1 firmware to version that has security incorporated (1.4.3 or later)
```

Cause(s):

```
An R-brick may have been configured incorrectly when the L1 firmware was at version 1.4.1.  This would not have mattered because security
is not turned on at that firmware version.
If the firmware is upgraded and security enabled without the router being configured as an 8-port, the next power cycle will cause the L1
to disable ports G and H.  In an SGI 3800 this will cause the system to not discover router connections, and the system will partition
itself.
```

Answers others found helpful

- How to set the L1 Serial Number
- How to determine how many ports are enabled on a router?
- CX-Brick L1 displays "NO L1 COMM"
- Bulletin: UV CATERR on Boot to OS
- Bulletin: Problem With uvdmp on a Partitioned UV1000/UV100

Additional Details

Creation Date	10/12/2001 09:30 AM
Last modification	01/15/2016 04:29 PM
Published Date	10/23/2001
Products	• Servers and Clusters • SGI Origin/Onyx • Origin/Onyx Server • Workstations • SGI Tezro • O2 • Octane
Categories	• Knowledgebase • Technical Solution